

Appendix F: Most Frequent Areas of LTC Ombudsman Consultation to Facilities, by State, 1996-98

State	FY	Local Programs (1 st area)	State Program (1 st area)	Local Programs (2 nd area)	State Program (2 nd area)	Local Programs (3 rd area)	State Program (3 rd area)
AK	1996		Dev. of Care Plans		Re-training Staff		Post-Stroke Care
AK	1997		Role of Guardians		Dev. of Care Plans		Post -stroke best prac.
AK	1998		Chemical Restraints		Communication re. Care		Activities
AL	1996	Improper Discharges	Discharges	Alzheimer Residents	Tube Feedings	Abuse	Abuse
AL	1997	Improper Discharges	Discharges	Abuse	Abuse	Fam Interference w. care	Combative Residents
AL	1998	Combative Residents	Finding Placement	Discharge Procedures	Improper Discharges	Money Owed Facility	Resident Behavior
AR	1996	Advance Directives	Resident Rights	Transfer/Discharge	Transfer/Discharge	Resident Dignity	Power Of Attorneys
AR	1997	Transfer/Discharge	Transfer/Discharge	Aggressive Residents	Restraints	Family Conflicts	Abusive Residents
AR	1998	Residents' Rights	Residents' Rights	Nursing Home Payment	Roommate conflict	Quality of Life Issues	Living wills, adv. Dir
AZ	1996	Transfer/Discharge	Transfer/Discharge	Residents' Rights	Ombudsman Role	Financial Issues	Family Issues
AZ	1997	Residents' Rights	Transfer/Discharge	Transfer/Discharge	Residents' Rights	Restraint Use	Medicare Questions
AZ	1998	Discharge Information		Behavior Problems		Residents' Rights	
CA	1996	Overview LTCOP	Role of Ombudsman	Food Preparation	Omb. Witness Power of Attny	Family Councils	
CA	1997	Info on Advance Dir	Overview LTCOP	Info on Rights/Ben/Servs		Dis/Evict/Rm Assignment	
CA	1998	Advance Directives	Placement Assistance	Elder Abuse		Dis/Evict/Rm Assignment	
CO	1996	Residents' Rights	Family Issues	Complaint Resolution	Transfer	Friendly Visit With Staff	Behavior
CO	1997	Transfer/Discharge	Legal	Family Conflict	Regulatory	Legal Authority	Advance Directives
CO	1998	Residents' Rights	Regulations	Conflict Resolution	Transfers/ Discharges	Restraints	Residents' Rights
CT		No data 96-98					
DC	1996	Rt to Refuse Treatment	Bed Shortage/Placement	Mental Health/Psychological	Info on Rts/Benefits/Services	Access to Omb/Visitors	Guardian/Cons/Pwer Attny
DC	1997	Access to Ombudsman	Info re. Residents' Rights.	Participate in Care Planning	Guardian/Cons/Power Attny	Dignity/Staff Attitudes	Discharge/Eviction
DC	1998	Info re. Residents Rights	Info re. Residents' Rights	Exercise Choice	Guardian/Cons/Power Attny	Dignity/Staff Attitudes	Bed Hold/Notice/rReadmit
DE	1996						Abusive Residents
DE	1997	Resident Care	Discharge Issues	Resident-to-Res. Abuse	Survey Postings	Reporting Issues	Tube Feeding

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DE	1998	No Data					
FL	1996	Residents' Rights	Discharge issues/Moves	Facility Regulations	Restraints	Family Intervention	Residents' Rts/State Regs.
FL	1997	Family Issues	Laws/Rules/Regs	Mediations	Residents' Rights	Residents' Rights	Discharges
FL	1998		Laws/Rules/Regs		Residents' Rights		Discharges
GA	1996	Residents' Rights	Legal Problems/Issues	Care/Services/Benefits	Ombudsman Program	NH Admission/Discharge	Residents' Rights
GA	1997	Residents' Rights	Omb. Program Overview	Care/Services/Benefits	Regulatory System	NH Admission/Discharge	NH Admission/Discharge
GA	1998	Residents' Rights	Residents' Rights	Overview of LTCOP	NH Admission/Discharge	Pers Care Home-Serv	Mental Hlth Services/Care

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HI	1996		Advance Directives	Placement Assistance	Elder Abuse		
HI	1997						
HI	1998		Residents' Rights	Family Issues	Complaint Resolution	Transfer	
IA	1996	No Local Programs	Transfer, Discharge	Legal	Family Conflict	Regulatory	
IA	1997		Residents' Rights	Regulations	Conflict Resolution	Transfer & Discharge	
IA	1998						
ID	1996	Guardian, conservator.					
ID	1997	Guardianship	Access to Information	Access To Information	Rights	Rights	Abuse Issues
ID	1998	Legal	Access to Information	Info Re: Rights	Legal	Access To Information	Info. Re: Rights
IL	1996	Residents' Rights	Advance Directives	Advance Dir./Guardian	Universal Pre-Screening	Family Dynamics	
IL	1997	Residents' Rights		Advance Directives		Involuntary Discharge	
IL	1998	Residents' Rights	Ombudsman Program	Family Conflict	Medicare, Medicaid Fraud-ORT	Adv Directive/Pwr Attny	Restraint Reduction
IN	1996	Transfer/Discharge	Transfer/Discharge	Behavioral Issues	Behavioral Issues	Incidents	Medicare/Medicaid
IN	1997	Behavioral Issues	Resident's Rights	Incidents	Medicare/Medicaid	Residents' Rights	Restraints
IN	1998	Behavioral Issues	Transfer/Discharge	Incidents	Medicaid	Transfer/Discharge	Residents' Rights
KS	1996		Family Conflicts		Transfer/ Discharge		Residents' Rights
KS	1997		Resident Behaviors		Involuntary Discharges		Family/Rep Behavior
KS	1998	Finances	Finances	Medication	Medication	End Of Life Issues	End of Life Issues
KY	1996	Rights/Benefits	Admission	Choice/Civil Rights	Resident Rights	Transfer/Discharge	Transfer/Discharge
KY	1997	Rights/Benefits	Rights/Benefits	Access to Ombs, Visitors	Services	Transfer/Discharge	TRANSFER&DISCHARGE
KY	1998	Rights/Benefits	Rights/Benefits	Access to Ombuds, Visitors	Services	Transfer/Discharge	TRANSFER&DISCHARGE
LA	1996	Resident Conflicts	Specific Res Rts/Regs	Family Conflicts	Medical Consent Issues.	Specific Residents' Rights	Obtaining Materials.
LA	1997	Resident's Rights	Residents' Rights Info	Legal Status	Regulations	Resident Specific Issues	Family Conflicts
LA	1998	Residents' Rights	Program Information	Legal Issues	Medicaid Eligibility	Resident Care	Resident Care Issue
MA	1996	Transfer/Discharge	Transfer/Discharge	Resident Behavioral Issues	Behavior Problem Residents	Staff Training	Restraint Reduction
MA	1997	Transfer/Discharge	Transfer/Discharge	Behavioral Issues	Difficult Behaviors	Resident Rights	Admissions Contract
MA	1998	Transfer/Discharge	Transfer/Discharge	Difficult Behaviors	Difficult Resident Behavior	Resident Rights	Residents' Rights

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MD	1996	Quality Of Care	Ombudsman Program	Residents' Rights	Res Abuse, Neglect, Exploit	Discharge Or Transfers	Restraints
MD	1997	Res/Family Behaviors	Res/Family Behaviors	Discharge Planning	Residents' Rights	Use Of Restraints	Role of the Ombudsman
MD	1998	No Data					
ME	1996	Medicaid Med Eligibility	Medicaid Medical Eligibility	Clarification of Regulations	Problem Behaviors/Residents	Residents' Rights Info	Residents' Rights Info
ME	1997	Residents' Rights	Residents' Rights Issues	Clarification of Regulations	Medicaid Appeals	Medicaid Appeals	Assist w Difficult Residents
ME	1998	Residents' Rights	Residents' Rights Issues	Clarify Regulations/Policies	Medicaid Appeals	Medicaid Appeals	Assist w Difficult Residents

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MI	1996	Care Issues	Care Issues	Residents' Rights	Residents' Rights	Info About LTC System	Cont Quality Improve Prog
MI	1997	Care Issues	Care Issues	Residents' Rights	Residents' Rights	Need Posters, Videotapes	Need Posters, Videotapes,
MI	1998	Residents' Rights	Cont Qual Improv Prog	Best Practices	Best Practices	Care Issues	Residents' Rights
MN	1996	Rights	Licensure/Regulations	Licensure	Rights		
MN	1997	Behavior Issues	Trans/Discharge/Rm Chng	Restraint Reduction	Family Conflicts Over Care	Transfer, Discharge	Behavioral Issues
MN	1998	Restraint Reduction	Restraints	Health Care Directives	Room Changes	Resident Rights	Resident Rights
MO	1996	Transfer/Discharge	Difficult Behaviors	Residents' Rights	Transfer/Discharge	Res/Family Behavior	Residents' Rights
MO	1997	Transfer/Discharge	Residents' Rights	Residents' Rights	Transfer/Discharge Regs	Challenging Res Behavior	Challenging Res Behaviors
MO	1998	Behavior Issues	Residents' Rights	Residents' Rights	Transfer/Discharge	Restraints	Fam & Res Behaviors
MS	1996	No data					
MS	1997	Staff Att/Responsibilities	Res Care & Care Rights	Residents' Rights/Care	Transfer/Discharge Procedure	Transfer/Discharge	Ombudsman Program
MS	1998	Staffing Issues	Residents' Rights	Medicaid/Medicare	Transfer/Discharge	Transfer/Discharge	Ombudsman Role
MT	1996	Residents' Rights	Transfer/Discharge	Dealing With Behaviors	Residents' Rights	Daily Care Issues	Problem Behaviors
MT	1997	Transfer/Discharge	Transfer/Discharge	Smoking Issues/Res. Rights	Residents' Rights	Care Plan Issues	Incident Reporting
MT	1998	Care Plan Issues	Transfer/Discharge Issues	Behavior Problems	Residents' Rights	Residents' Rights	Incident Reporting
NC	1996	Transfer/Discharge	Transfer/Discharge	Problem Family/Resident	Problem Resident/Family	Elder Abuse	Non-Payment
NC	1997	Transfer/Discharge	Transfer/Discharge	Family Problems	Problem Family/Residents	Residents' Rights	Surr.Decision/Payment
NC	1998	Residents' Rights	Transfer/Discharge	Transfer/Discharge Info	Residents' Rights	Behavioral Issues	Work w. Local Ombuds
ND	1996	N/A	Admissions Discrimination		Guardianship/Conservatorship		Room -to-Room Transfer
ND	1997	N/A	Bed Hold	N/A	Residents' Rights	N/A	Transfer/Discharge
ND	1998	Same as State	Residents' Rights		Transfer/Discharge		Guardianship
NE	1996		Problems With Family		Legal Issues		Mental Health Issues
NE	1997		Guardianships		Family Conflicts		Mental Health
NE	1998		Guardianships		Family Conflicts		Mental Health

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NH	1996	N/A	Diff. Res Personality	N/A	Resident's' Family Problems	N/A	Guardianship/Pwr Attny
NH	1997	N/A	Family Issues	N/A	Residents' Rights	N/A	Resident -to-Res Conflicts
NH	1998	N/A	Family Issues	N/A	Res w Challenging Behaviors	N/A	Resident-to-Res Conflicts
NJ	1996		End-of- Life Decisionmkg		Mandatory Reporting Of Abuse		Resident-to-Res Abuse
NJ	1997		Quality Life and Care		Ethics		Legal Issues
NJ	1998	N/A	Discharge for Non-Paymnt		Clarify Reportable Incidents		Guardianship/Legal Issues
NM	1996	Transfer/Dis & Appeals	Transfer/Dis & Appeal Rts	Resident Care	Refusal Of Treatment: Bathing	Role of Facility's Ombuds	Autonomy/Adv Directives
NM	1997	Transfer And Discharge	Transfer And Discharge	Residents' Rights	Residents' Rights	Misc. Other	Misc. Other
NM	1998	Residents' Rights	Residents' Rights	Transfer/ Discharge	Transfer/Discharge Issues	Family Issues	Family Issues
NV	1996	Discharge Planning	Discharge Planning	Residents' Rights	Residents' Rights	Various Care Issues	Various Care Issues
NV	1997		Residents' Rights		Discharge Planning		Elder Abuse
NV	1998		Discharge Planning		Residents' Rights		Elder Abuse
NY	1996	Residents' Rights	Discharges	Financial Issues/Medicaid	Residents' Rights	Family Relations	Facility Issues
NY	1997	Residents' Rights	Discharges	Financial Issues/Medicaid	Residents' Rights	Family Relations	Facility Issues
NY	1998	Residents' Rights	Discharges	Financial Issues/Medicaid	Residents' Rights	Family Relations	Facility Issues
OH	1996		Resident Behavior		Family Problems		Discharge
OH	1997	Restraints	Residents Rights	Rights	Discharge	Discharge	Ombudsman Role
OH	1998	Residents Rights	Ombudsman Program	Transfer/Discharge	Residents' Rights	Residents Behaviors	Benefits
OK	1996	Residents' Rights	Residents' Rights	Advance Directives	Ombudsman Program Policies	Family Conflict	Residents' Behavior
OK	1997	Residents' Rights	Transfer And Discharge	State & Federal Regulations	Ombudsman Program	Community Resource	Residents' Rights
OK	1998	Family Conflict	Residents' Rights	Do Not Resuscitate Orders	Behavioral Problems	Loss of Personal Property	Abuse Reporting
OR	1996		Shortage Of Staff		Resident Placement		Access to Ombuds/Visitors
OR	1997		Residents' Rights		Staff Shortages		Family Conflicts

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OR	1998	Care Plan	Discharge/ Eviction/Plng	Discharge, Eviction	Residents' Rights	Call lights, medications	Staffing
PA	1996	Transfer & Discharge	Transfer & Discharge	Residents' Rights	Advance Directive	Family Issues	Residents' Rights
PA	1997	Residents' Rights	Transfer & Discharge	Transfer & Discharge	Power Of Attorney	Financial	Advance Directive
PA	1998	Residents' Rights	Guardianship	Transfer & Discharge	Residents' Rights	Financial/Billing	Advance Directives
PR	1996	Elderly'S Rights		Family Conflicts		Regulations	
PR	1997	Family Conflicts	Protective Services Agency	Regulations	Ombudsman Program		Legislative Funding
PR	1998	Nutrition	Funding Availability	Family Conflicts	Prot. Serv. Agency Services	Prot. Serv. Agency Services	Ombudsman Program
RI	1996		Family Issues	None	Financial Issues		Residents' Behavior Issues
RI	1997		Family Issues -Mediation		Res Behavior - Care Plan		Res Assessmnt/ Restraints
RI	1998		Family Issues		Financial Issues		Behavior Issues
SC	1996	Discharge/Eviction Proc.	Accidents, Handling	Abuse, Physical	Discharge/Eviction Proc.	Exercise Choice/ Civil Rights	Abuse, Physical
SC	1997	Abuse, Physical	Language Barrier to Care	Accidents, Improper Handling	Room Assignment/Change	Other, Specify	Discharge/Eviction
SC	1998		Abuse, Physical				
SD	1996	Abuse/ Neglect/ Exploit	Abuse/Neglect/Exploitation	Residents' Rights	Residents' Rights	Behavior Problems	Behavior Problems
SD	1997	Residents' Rights	Transfer/Discharge Regs	Residents w. Behavior Probs	Abuse, Neglect, Exploitation	Reporting Requirements	Reporting Requirements
SD	1998	Wrkng w Difficult Res	Family Financial Expenses	Residents' Rights	Abuse-Theft By Staff	Financial Exploit by Family	Transfer Regulations
TN	1996	Pre-Ad Eval./Medicaid	Residents' Rights	Residents' Rights		Inappropriate Behavior	
TN	1997	Residents' Rights	Ombudsman Responsibility	Pre-Admission Evaluation	Responsibilities of Omb. Vol.	Family Issues	Residents' Rights
TN	1998	Pre-Admiss. Eval.	Ombudsman Authority	Resident Behavior	Disruptive Family	Res Rights (Invol Discharge)	Trans of Threatenng Res
TX	1996	Residents' Rights	Ombudsman Role	Resident Care	Residents' Rights To Notice	Discharge, Transfer, Admiss	Discharge And Transfer
TX	1997	Residents' Rights	Ombudsman Role/Resp.	Resident Care	Residents' Rights To Notice	Discharge, Transfer, Admiss	Discharge And Transfer

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TX	1998	Residents' Rights	Ombudsman Role/Resp	Admission, Trans, Discharge	Ombuds Info for Admiss. Pckt	Quality Of Care	Readmission/Discharge
UT	1996	Discharge	Transfer And Discharge	Residents' Rights	Role Local Ombudsman	Financial	Records
UT	1997		Guardianship/Competency		Abuse		Discharge
UT	1998						
VA	1996	Resident Behavior	Resident Behavior	Legal Issues/Guardianship	Residents' Rights Issues	Residents' Rights/Family	Transfer/Discharge Issues
VA	1997	Resident Behavior	Residents' Rights	Res Rts/Trans & Discharge	Resident Behavior	Family/Staff Conflicts	Admin/Fam Conflict/other
VA	1998	ResRts/Trans & Discharge	ResRts/Trans & Discharge	Res Behavior/Abuse of others	Resident Behavior/Care Issues	Staffing & Care Issues	Admin/Family Conflict
VT	1996	Resident Behavior	Residents' Rights	Residents' Rights	Abuse Reporting	Abuse Reporting	Transfer/Discharge Issues
VT	1997	Residents' Rights		Transfer/Discharge		Managing Difficult Residents	"
VT	1998	Residents' Rights		Transfer/Discharge		Care Issues	
WA	1996	Residents' Rights	Residents' Rights	Discharge Planning	Discharge Planning	Behavior Problems	Family Interference
WA	1997	Discharge Planning	Residents' Rights	Residents Rights	Discharge Planning	Mental Health Issues	Legal Issues
WA	1998	Care	LTC Ombudsman Prog	LTC Ombudsman Program	Abuse, Gross Neg, Exploitation	Admission,/Trans/ Discharge	Staffing
WI	1996	Transfer/Discharge	Res w Behavior Symptoms	Care and Treatment	Transfer/Discharge	Other Regulatory Issues	Regulations
WI	1997	Involuntary Discharge	Regulations: General	Residents' Rights	Licensure/Training	Care / Treatment	Ombudsman Role
WI	1998						
WV	1996						
WV	1997	Ombudsman Program	Residents' Rights	Residents' Rights	Phone Info	Admission/Discharge/T rans	Facility Info
WV	1998	Residents' Rights	Policy Questions	Destructive Behavior Mgmt	1) Residents' Rights	Surrogate Decision- Making	Policy Mandates
WY	1996	Residents Rights	Residents' Rights	Family Issues	Family Issues	Prevent Res Problems	Prevent Res Problems
WY	1997	Residents' Rights	Residents' Rights	Adult Prot Srvs/Elder Rights	Adult Prot Srvs/Elder Rights	Behavior Management	Behavior Management
WY	1998	Resident's Rights	Resident's' Rights	Behavior Management	Behavior Management	Payment/Family Issues	Family/Payment Issues